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<b>RESCISSION OF PREVIOUS NONPUBLICATION REQUEST (35 U.S.C. 122(b)(2)(B)(ii)) and, if applicable, NOTICE OF FOREIGN FILING (35 U.S.C. 122(b)(2)(B)(iii))</b>  <b>Send completed form to:</b>  <b>Mail Stop PG Pub Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450 Fax: (571) 273-8300</b>	Application No. 10/811,439  Filing Date: March 26, 2004  First Named Inventor: Robert E. Wollan  Title: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS  Atty Docket Number: 60021-378601  Group Art Unit: 3623  Examiner: Unassigned
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A request that the above-identified application not be published under 35 U.S.C. 122(b) (nonpublication request) was included with the above-identified application on filing pursuant to 35 U.S.C. 122(b)(2)(B)(i). I hereby rescind the previous nonpublication request.

If a notice of foreign or international filing is or will be required by 35 U.S.C. 122(b)(2)(B)(iii) and 37 CFR 1.213(c), I hereby provide such notice. This notice is being provided no later than forty-five (45) days after the date of such foreign or international filing.

If a notice of subsequent foreign or international filing required by 35 U.S.C. 122(b)(2)(B)(iii) and 37 CFR 1.213(c) was not filed within forth-five (45) days after the date of filing of the foreign or international application, the application is ABANDONED, and a petition to revive under 37 CFR 1.137(b) is required. See 37 CFR 1.137(f)

8-21-06  
Date

612.607.7340  
Telephone Number

Signature  
Rudolph P. Hofmann  
Typed or Printed Name

This request must be signed in compliance with 37 CFR 1.33(b).

**CERTIFICATE OF MAILING OR TRANSMISSION**

I hereby certify that this correspondence is being facsimile transmitted to the USPTO (Fax. No. 571.273.8300) or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

Name (Print/Type)	Janet Byrne	
Signature		Date: <u>8-21-06</u>